



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL

November 18, 2021

Mr. Kyle Viator, CEO
AmeriHealth Caritas Louisiana
10000 Perkins Rowe, 4th Floor
Baton Rouge, LA 70810

RE: Notice of Action – Failure to Meet Standard Service Authorization Timelines

Dear Kyle:

AmeriHealth Caritas Louisiana (ACLA) has failed to meet standard service authorization timelines as required by its contract with the Louisiana Department of Health (LDH). The contract provides:

8.5. Timing of Service Authorization Decisions

8.5.1. Standard Service Authorization

8.5.1.1. The MCO shall make eighty percent (80%) of standard service authorization determinations within two (2) business days of obtaining appropriate medical information that may be required regarding a proposed procedure or service requiring a review determination, with the following exceptions:

8.5.1.1.1. The MCO shall make all inpatient hospital service authorizations within two (2) calendar days of obtaining appropriate medical information; and

8.5.1.1.2. The MCO shall make all CPST and PSR service authorizations within five (5) calendar days of obtaining appropriate medical information.

8.5.1.2. All standard service authorization determinations shall be made no later than fourteen (14) calendar days following receipt of the request for service.

For Quarters 1, 2 and 3 of 2021, ACLA failed to meet the standard service authorization timelines for behavioral health services. ACLA's performance is set forth in the table below.

AmeriHealth Caritas Louisiana Standard Service Authorization Determinations		
Reporting Period	Performance Standard	PA Determination Percentage
Quarter 1 2021	80% within 2 days;	36.76% within 2 days
	100% within 14 days	97.31% within 14 days
Quarter 2 2021	80% within 2 days	74.56% within 2 days
	100% within 14 days	100.00% within 14 days
Quarter 3 2021	80% within 2 days	50.66% within 2 days
	100% within 14 days	99.05% within 14 days

For Quarter 1 of 2021, ACLA cited staffing issues, a medical management system outage and an increased volume of authorizations as healthcare providers anticipated discontinuance of COVID-19 extensions as the reasons it failed to meet service authorization determination timelines. For Quarters 2 and 3 of 2021, ACLA cited staffing issues as the reason it failed to meet service authorization determination timelines.

Failure to adhere to the contract requirements cited herein carries a monetary penalty per occurrence per calendar day of non-compliance of \$5,000 as outlined in Section 20.3.3 of the contract between ACLA and LDH. Should ACLA, in the future fail to meet standard service authorization determination timelines, penalties may be assessed for each occurrence each day of ACLA's non-compliance.

Should you have any questions, please do not hesitate to contact me.

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Sincerely,



Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Michael Boutte
Kelley Francis
Patrick Gillies
Candace Grace
Robyn McDermott
Kim Sullivan
Christina Wilson
ACLA2-32